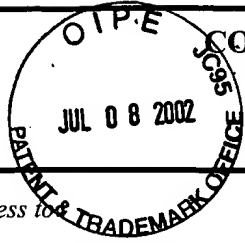


7-10-02
B. Hilliard



**CONTINUED PROSECUTION APPLICATION (CPA)
REQUEST TRANSMITTAL**

*Submit an original, and a duplicate for fee processing
(Only for Continuation or Divisional applications under 37 C.F.R. 1.53(d))*

CHECK BOX, if applicable.
☐ **DUPLICATE**

Address to:
**Assistant Commissioner for Patents
Box CPA
P.O. Box 2327
Arlington, VA 22202**

Attorney Docket No. of Prior Application	2386.1002-000
First Named Inventor	Frederic P. Messinger
Examiner Name	Mylinh T. Tran
Group / Art Unit	2174
Express Mail Label No.	EL928152014US

RECEIVED
JUL 11 2002
Technology Center 2100

This is a request for a ☒ continuation or ☐ divisional application under 37 C.F.R. 1.53(d) (continued prosecution application (CPA)) of prior application number 09/345,903, filed on July 1, 1999, entitled Method and Apparatus for Software Technical Support and Training.

NOTES

FILING QUALIFICATIONS: The prior application identified above must be a nonprovisional application that is either: (1) complete as defined by 37 C.F.R. §1.51(b), or (2) that national stage of an international application in compliance with 35 U.S.C. 371. A Notice will be placed on a patent issuing from a CPA, except for reissues and designs, to the effect that the patent issued on a CPA and is subject to the twenty-year patent term provisions of 35 U.S.C. § 154(a)(2). Therefore, the prior application of a CPA may have been filed before, on or after June 8, 1995.

C-I-P NOT PERMITTED: A continuation-in-part application cannot be filed as a CPA under 37 C.F.R. § 1.53(d), but must be filed under 37 C.F.R. § 1.53(b).

EXPRESS ABANDONMENT OF PRIOR APPLICATION: The filing of this CPA is a request to expressly abandon the prior application as of the filing date of the request for a CPA. 37 C.F.R. §1.53(b) must be used to file a continuation, divisional, or continuation-in-part of an application that is not to be abandoned.

ACCESS TO PRIOR APPLICATION: The filing of this CPA will be construed to include a waiver of confidentiality by the applicant under 35 U.S.C. 122 to the extent that any member of the public who is entitled under the provisions of 37 C.F.R. 1.14 to access to, copies of, or information concerning, the prior application may be given similar access to, copies of, or similar information concerning, the other application or applications in the file jacket.

35 U.S.C. 120 STATEMENT: In a CPA, no reference to the prior application is needed in the first sentence of the specification and none should be submitted. If a sentence referencing the prior application is submitted, it will not be entered. A request for a CPA is the specific reference required by 35 U.S.C. 120 and to every application assigned the application number identified in such request, 37 C.F.R. § 1.78(a).

1. ☐ Enter the unentered amendment previously filed on ☐ under 37 C.F.R. § 1.116 in the prior nonprovisional application.
2. ☒ A preliminary amendment is enclosed.
3. ☐ This application is filed by fewer than all the inventors named in the prior application, 37 C.F.R. § 1.53(d)(4).
 - a. ☐ **DELETE** the following inventor(s) named in the prior nonprovisional application:
[]
 - b. ☐ The inventor(s) to be deleted are set forth on a separate sheet attached hereto.
4. ☐ A new power of attorney or authorization of agent is enclosed.
5. ☐ Information Disclosure Statement (IDS) is enclosed:
 - a. ☐ PTO-1449
 - b. ☐ Copies of IDS Citations

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36.00 04

CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
	TOTAL CLAIMS (37 CFR 1.16(c) or (j))	22 - 22* =	0	x \$ 18 =	\$ 0
	INDEPENDENT CLAIMS (37 CFR 1.16(b) or (i))	2 - 3** =	0	x \$ 84 =	\$ 0
	MULTIPLE DEPENDENT CLAIMS (if applicable) (37 CFR 1.16(d))			+ \$ 280 =	\$
				BASIC FEE (37 CFR 1.16(a) or (h))	\$ 740
	Total of above Calculations =				\$ 740
	Reduction by 50% for filing by small entity (37 CFR 1.9, 1.27, 1.28) =				\$
	TOTAL =				\$ 740
	Petition for Extension of Time Fee (37 C.F.R. 1.17) =				\$
	* Reissue claims in excess of 20 and over original patent ** Reissue independent claims over original patent				TOTAL = \$ 740

6. Small entity status:

- a. ☐ A small entity statement is enclosed.
- b. ☐ A small entity statement was filed in the prior non-provisional application and such status is still proper and desired.
- c. ☐ Is no longer claimed.

7. ☒ A general authorization is hereby granted to charge deposit account number 08-0380 for any fees required under 37 CFR 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

8. ☒ A check is enclosed for \$740.00. ☐ Please charge \$[] to Deposit Account No. 08-0380.

9. ☐ New Attorney Docket No. [].

10. ☒ a. ☐ Receipt for Facsimile Transmitted CPA

b. ☒ Return Receipt Postcard (Should be specifically itemized, See MPEP 503)

11. ☒ Other: Nonpublication Request

NOTE: The prior application's correspondence address will carry over to this CPA UNLESS a new correspondence address is provided below.

12. NEW CORRESPONDENCE ADDRESS

NAME				
ADDRESS				
CITY	STATE	ZIP CODE		
COUNTRY	TELEPHONE	FAX		

13. SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Signature	<i>Mark B. Solomon</i>	Date	7/8/2
Submitted by Typed or Printed Name	Mark B. Solomon	Reg. Number	44,348

07-10-02

CPA/2700
\$

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

RECEIVED

JUL 11 2002

09/345,903

NONPUBLICATION REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)	First Name	Frederic P. Messinger
	Attorney Docket No.	2386.1002-000
	Express Mail Label No.	EL928152014US
Title of Invention	Method and Apparatus for Software Technical Support and Training	

Pursuant to 37 C.F.R. § 1.213(a)(3), I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

The undersigned is an attorney/agent for applicant(s).

7/8/2

Date

Mark B. Solomon

Mark B. Solomon

Registration No. 44,348

Telephone No. (978) 341-0036

Facsimile No. (978) 341-0136

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after that date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**